



Financial Policies & Billing Procedures

Insurance & Billing Procedures:

Lomibao Rheumatology & Wellness Care, PLLC ("the practice") is participating with Medicare and many commercial insurance companies. If you have coverage with Medicare and/or one of the commercial insurance carriers that we are contracted with, we will file your claim directly to your insurance carrier or Medicare for reimbursement. The practice's contracts with insurance carriers are subject to change without prior notice.

As a courtesy, the practice will contact your insurance carrier to verify your benefits and/or necessary authorizations prior to your appointment. Please be aware, this is only "a QUOTE of Benefits/Authorizations." **The practice has no way to guarantee that your insurance carrier will provide us accurate or complete information regarding in-network or out-of-network status, reimbursement, or verify definite eligibility of benefits.** Payment of benefits are subject to all terms, conditions, and exclusions of the member's contract at the time of service. **In the event that YOUR INSURANCE PROVIDER DOES NOT COVER services rendered for any reason, YOU WILL STILL REMAIN RESPONSIBLE TO PAY FOR ALL SERVICES RENDERED.**

If your insurance carrier requires you to have a referral from your PCP, it is your responsibility to ensure that the referral information and referral number is received by this office from your PCP prior to your appointment.

We accept cash, all major credit cards, FSA/HSA cards, electronic checks, personal checks. **Payment IN FULL of all estimated out-of-pocket expenses (co-pays, deductible, co-insurance, etc.) is REQUIRED AT THE TIME OF SERVICE AT CHECK-IN.** Please come prepared to make payment of these amounts. Your insurance policy is a contract between you and your insurance carrier. The ultimate responsibility for payment of services rendered rests with you, the patient or guarantor. **There is a \$30 declined transaction/returned check fee for every declined transaction/returned check.**

If we are not in-network with your insurance or if you have no insurance, we expect payment in full at the time of service. **All charges may be subject to change without prior notice**, thus please contact our office for our current fee schedule prior to all appointments so that you are prepared to make payment in full.

Lomibao Rheumatology & Wellness Care, PLLC is **NOT A MEDICAID participating** provider. We cannot service patients who are Medicaid beneficiaries.

Lomibao Rheumatology & Wellness Care, PLLC **DOES NOT DO WORKER'S COMPENSATION cases and DOES NOT FILL OUT DISABILITY FORMS** of any kind.

Appointment Confirmation Policies

Appointment Confirmation:

You will receive a text/email/phone reminder **one (1) week and two (2) days prior** to your scheduled appointment. It is **imperative to confirm that you are coming to your appointment**. If you are a New Patient and you fail to confirm your appointment it will result in your forfeiture of your appointment time, and the appointment time will be offered to another patient.

New Patient Preparation:

Please review how to prepare for your first appointment in the FAQ section of our website lomibaorheumatology.com.

Arrival to Clinic:

We request that **new patients arrive twenty (20) minutes prior** to appointment time and **established patients arrive ten (10) minutes prior** to appointment time, to allow for any unforeseen issues such as insurance verification, address change, etc. to be addressed at check-in. This will enable you to have enough time to be triaged by the Medical Assistant (MA) to then start your visit with the doctor at the start of your appointment time.

Late Arrivals:

In order to provide the best care possible for all patients, we strive to run the clinic in a timely fashion and respect your time, and we ask that you respect our time too. **If you arrive late, you will have whatever time is left over of your allocated appointment time with the doctor before the next patient's appointment. We reserve the right to reschedule an appointment if a patient arrives (ie. standing at the check-in window) 15 or more minutes late for a new patient appointment, or 10 or more minutes late for a follow-up appointment.** We strive to be fair to those who show up early and on time. If the next patient scheduled after you shows up before you, they will be seen first.

Cancellations/Rescheduling & No Show's:

If you are unable to come for your appointment for any reason, we must have **24 business hours** in advance of the cancellation/rescheduling. (Note that we are closed Thanksgiving Day, Christmas Day, New Years Day, Memorial Day, Independence Day, Labor Day, so these do not count as a business day.) For example, you must provide notice on a Friday at 9AM to cancel for a Monday 9AM appointment. **This is the fairest way to allow another patient the chance to be offered your appointment time.**

Failure to provide this advance notice as described above and those who do not show up for their appointment will incur a **No Show Fee for \$100 for New Patient and \$50 for Established Patient** as this is time lost that another patient could have used. No Show fees are not reimbursable through insurance, and subject to change without prior notice. **No Show fees WILL NOT BE REFUNDED for any reason, as this is a non-recoverable loss of appointment time that would have been offered to another patient.**

Emergency Room & Specialist Only Disclaimer

For urgent medical situations and emergencies we advise you to go to the nearest emergency room and/or to call 911. There is no overnight, weekend, holiday call coverage, and there is no call coverage whenever the office is closed for any other reasons, thus **all incoming communications received after regular business hours will be returned the next business day**, including but not limited to phone calls, voicemails, portal messages, emails etc.

- PLEASE CALL 911 AND REPORT TO THE NEAREST EMERGENCY ROOM IF YOU ARE HAVING A MEDICAL PROBLEM AND OUR OFFICE IS CLOSED.

The scope of practice of Lomibao Rheumatology & Wellness Care, PLLC is limited to Rheumatology Specialist practice ONLY and we reserve the right to define our scope of practice.

- We expect all patients to have their own Primary Care Provider (PCP) and will refer you to **your PCP to handle ALL NON-RHEUMATOLOGY complaints/refills/lab orders/problems.**
- If you do not have a PCP you will be referred to an Urgent Care or ER to handle ALL NON-RHEUMATOLOGY complaints/refills/lab orders/problems.

Forms/Letters Fees & Medical Records Copies Fees

There has been an exponential increase in patients wanting forms/letters filled out. Filling out forms/letters is a time-consuming extra workload for our doctor and staff outside of normal clinic hours. To streamline this extra workload, we have adopted an updated policy based on the complexity of forms/letters and how urgent the patients want them filled out. Form/letter fees are not refundable and non-negotiable, and may be subject to change without prior notice. Fees are collected every time forms/letters are requested including if you require us to redo the same form. Turnaround time for form/letter completion will start after fees are paid in full.

Forms/letters will be filled out to the best of our ability and scope of knowledge as a rheumatology clinic. It is the patient's responsibility to know what your forms are asking and if our clinic is the appropriate facility to be filling them out.

We in no way guarantee the outcome of your forms/letters with your employer/school/other entity after we perform the work of filling it out. We will not sign a work/school excuse for dates that we did not perform an appointment. We will not sign a work/school excuse for individuals who are not patients of our practice.

Appointment excuse note, requested the same day of appointment	No charge
Handicap placard in 2-3 business days	\$30
Handicap placard same day as appointment	\$35
Single (1) page form/letter in 5-7 business days	\$40
Single (1) page form/letter in 3-4 business days	\$45
Complicated multiple pages forms/letters in 5-7 business days	\$45
Complicated multiple pages forms/letters in 3-4 business days	\$50

Lomibao Rheumatology & Wellness Care, PLLC **DOES NOT FILL OUT DISABILITY FORMS** of any kind or get involved in the legal intricacies of Disability of any kind. If you need your medical records to support a Disability claim that is being handled by another provider, or for any reason, we will provide you with copies upon request. Per the TMB:

- The fee for providing patients with paper copies of medical records is \$25 for the first twenty pages and \$0.50 per page for every copy thereafter.
- The fee for providing patients with copies of medical records in electronic format is \$25 for 500 pages or less and \$50 for more than 500 pages.

Medication Refill & Controlled Substance/Psychoactive Drugs Policies

In order to provide the best care possible, please always come prepared to your appointment with your list of medications you need refilled. Otherwise, please contact your pharmacy regarding refills. Lomibao Rheumatology & Wellness Care, PLLC **does not send routine refills when the office is closed** such as after hours, weekends, or holidays. **It is your responsibility to come prepared to your appointment with your refill list.**

Lomibao Rheumatology & Wellness Care, PLLC is **strictly a no-narcotic, no-psychoactive drugs, and no-controlled substance practice**, this includes but is not limited to:

1. DEA Schedule II Narcotics such as: hydromorphone (Dilaudid), methadone (Dolophine), meperidine (Demerol), oxycodone (OxyContin, Percocet), and fentanyl (Sublimaze, Duragesic), morphine, opium, codeine, and hydrocodone, (Tylenol with Codeine), (Robitussin AC, Phenergan with Codeine) and buprenorphine (Suboxone).
2. DEA Schedule II Stimulants such as: amphetamine (Dexedrine, Adderall), methamphetamine (Desoxyn), and methylphenidate (Ritalin).
3. DEA Schedule III others such as: benzphetamine (Didrex), phendimetrazine, ketamine, and anabolic steroids such as Depo-Testosterone.
4. DEA Schedule IV Depressants such as: tramadol (Ultram), alprazolam (Xanax), carisoprodol (Soma), clonazepam (Klonopin), clonazepam (Tranxene), diazepam (Valium), lorazepam (Ativan), midazolam (Versed), temazepam (Restoril), and triazolam (Halcion).
5. DEA Schedule V anti-seizure drugs such as: gabapentin (Neurontin), pregabalin (Lyrica).
6. Psychoactive drugs Antidepressants and Antianxiolytics such as: Fluoxetine (Prozac), Paroxetine (Paxil, Seroxat), Citalopram (Celexa), Escitalopram (Lexapro), Sertraline (Zoloft), Duloxetine (Cymbalta), Milnacipran (Savella), Venlafaxine (Effexor), Bupropion (Wellbutrin), Mirtazapine (Remeron), Isocarboxazid (Marplan), Phenelzine (Nardil), Tranylcypromine (Parnate), Amitriptyline (Elavil).

TEXAS MEDICAL BOARD NOTICE

NOTICE CONCERNING COMPLAINTS Complaints about physicians, as well as other licensees and registrants of the Texas Medical Board, including physician assistants, acupuncturists, and surgical assistants may be reported for investigation at the following address: Texas Medical Board Attention: Investigations 333 Guadalupe, Tower 3, Suite 610 P.O. Box 2018, MC-263 Austin, Texas 78768-2018 Assistance in filing a complaint is available by calling the following telephone number: 1-800-201-9353 For more information please visit the website at www.tmb.state.tx.us

AVISO SOBRE LAS QUEJAS Las quejas sobre médicos, así como sobre otros profesionales acreditados e inscritos en la Junta de Examinadores Médicos del Estado de Texas, incluyendo asistentes de médicos, practicantes de acupuntura y asistentes de cirugía, se pueden presentar en la siguiente dirección para ser investigadas: Texas Medical Board Attention: Investigations 333 Guadalupe, Tower 3, Suite 610 P.O. Box 2018, MC-263 Austin, Texas 78768-2018 Si necesita ayuda para presentar una queja, llame al: 1-800-201-9353 Para obtener más información, visite nuestro sitio web en www.tmb.state.tx.us

Exam Room Visitor & Infection Control Policy

The following policies have been adopted to ensure the highest quality patient encounter possible. A maximum of one (1) adult visitor may be permitted inside the exam room. We cannot allow unsupervised children under the age of 12 in the exam room or in the lobby. Cameras and recording devices are not permitted inside the exam rooms.

Infection control is of our utmost priority. If you have a fever of 100.4°F or higher, please reschedule your appointment until after your fever is resolved for 48 hours. You will not be charged a no show fee. If you come to the clinic and are found with a fever of 100.4°F or higher, you will be instructed to reschedule your appointment until after your fever is resolved for 48 hours. You will not be charged a no show fee. Masks are considered optional, but encouraged during highly contagious times of the year ie. "flu season." Please be respectful of the choices of others.

No Pets Policy

For the health and safety of our patients and staff, Lomibao Rheumatology & Wellness Care, PLLC enforces a No-Pets policy that includes but is not limited to:

1. Pets
2. Emotional Support Animals
3. Comfort Animals
4. Therapy Animals

Our clinic complies with the Americans with Disabilities Act (ADA) allowing access for all individuals to public places; therefore specially trained service animals are allowed on our property as mandated by law. Service animals must have visible signage indicating their service status and are required to be leashed or harnessed except when performing work or tasks where such tethering would interfere with the dog's ability to perform the work or tasks. Service animals must be under the control of their handlers at all times and should behave appropriately. Aggressive or disruptive behavior may result in the service animal being removed from the premises.

Dogs or other animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA. Under ADA regulations that became effective on March 15, 2011, there are no protections for emotional support animals in terms of access to public accommodations and public entities. The Department of Justice has stated that emotional support animals are not protected as service animals under these regulations.

Should you arrive at the clinic with a pet that is not a service animal, you will be asked to remove the animal from our healthcare facility. To avoid any disruption or inconvenience, we ask that you please leave your pet at home. Thank you for your cooperation and consideration of all our patients.

HIPAA NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

YOUR RIGHTS

When it comes to your health information, you have certain rights. This section explains your rights and our responsibilities to help you. Please contact the Privacy Officer (referenced at the end of this notice) to exercise these rights.

Obtain an electronic or paper copy of your medical record. You may ask to see or obtain an electronic or paper copy of your medical record and other health information. If requested, we will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to amend your medical record. You may ask us to amend health information about you that you think is incorrect or incomplete. We have the right to deny your request, but we will explain in writing within 60 days of your request.

Request confidential communications. You may ask us to contact you in a specific confidential manner (for example, home or office phone) or to send mail to a different address. We will comply with reasonable requests.

Ask us to restrict what we use or share. You may ask us not to use or disclose certain health information for treatment, payment, or our health care operations. We are not required to agree to your request, and we may decline if it would affect your care.

If you pay for a service or health care item out-of-pocket in full, and if the information is to be disclosed for payment or healthcare operations, you may ask us not to share that information with your health insurer. We will agree to this request unless a law requires us to share that information.

Obtain a list of those with whom we've shared information. You may ask for a list (accounting) of the times we've shared your health information, with whom we've shared it, and why, for one year prior to the date you make the request. We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make).

Choose someone to act for you. If you have given someone medical power of attorney or if someone is your legal guardian, that person may exercise your rights and make choices about your health information. We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated. You may complain if you feel your privacy rights have been violated by contacting us using the information on the last page. Alternatively, you may file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. We will not retaliate against you for filing a complaint.

YOUR CHOICES

For certain health information, you may tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, please indicate your preferences.

We may use or disclose your health information in the following instances, provided you are informed in advance and you do not object:

For purposes of sharing your information with your family, close friends, or others involved in your care.

For purposes of sharing your information to assist in disaster relief efforts.

We may NOT use or disclose your health information in the following instances unless we obtain your written authorization: For purposes of marketing. For purposes of selling your information. For purposes of disclosing highly sensitive information that pertains to psychotherapy, mental health, and alcohol, and drug treatment, sexually transmitted diseases, child abuse, genetics, and other highly confidential and sensitive characteristics. For purposes of other uses and disclosures not described in this notice.

You may revoke an authorization at any time, provided that the revocation is in writing, except to the extent that (i) we have taken action in reliance on the authorization; or (ii) if the authorization was obtained as a condition of obtaining insurance coverage.

OUR USES AND DISCLOSURES

How do we typically use or share your health information? We are permitted to use or disclose your health information for treatment, health care operations or payment. In particular, we typically use or disclose your health information in the following ways:

Treatment. We may use your health information and share it with other professionals who are providing you medical treatment. Example: A doctor treating you for an injury asks another doctor about your overall health condition.

Business Operations. We may use and disclose your health information for our health care operations to manage our business and the services we provide to you. Example: We use health information to conduct quality assessment and improvement activities.

Billing for your services. We may use and disclose your health information to bill and get payment. Example: We provide information about you to your health insurance company and other entities so they will pay for your services.

How else can we use or share your health information? We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many legal requirements before we can share your information for these purposes.

Help with public health and safety issues. We can share information about you for certain situations such as: Preventing disease. Helping with product recalls. Reporting adverse reactions to medications. Reporting suspected abuse, neglect, or domestic violence. Preventing or reducing a serious threat to anyone's health or safety. Conduct Research. We may use or disclose your information for health research only with your written permission.

Comply with the law. We will disclose information about you if State or Federal laws require it, including the Department of Health and Human Services, requesting proof of compliance with federal privacy and security laws.

Respond to organ and tissue donation requests. We may disclose health information about you with organ procurement organizations upon your passing.

Work with a medical examiner or funeral director. We may disclose health information with a coroner, medical examiner, or funeral director in the event of death.

Address law enforcement, and other government requests. We may use or disclose health information about you: For law enforcement purposes or with a law enforcement official. With health oversight agencies for activities authorized by law. For special government functions, such as military, national security, and presidential protective services. Respond to lawsuits and legal actions

We may share health information about you in response to a court or administrative order, or in response to a subpoena.

Telehealth. We may disclose your health information with Lomibao Rheumatology & Wellness Care, PLLC providers through the use of telehealth. Telehealth involves the use of electronic communications via live two-way audio and video that is intended to improve patient care through efficient medical evaluations and management.

Electronic Communication. We may disclose your health information in electronic communications which are (a) in our text messages, emails or other electronic communications to you or in response to text messages, emails or electronic communications from you to us; and (b) statements or inquiries that you have posted on our web page, Twitter page, Facebook page, Instagram, or other public domains. Please note that the transmission and/or storage of text messages, emails, social media postings, and other electronic communications may not be encrypted or secure. If you have a specific question regarding your medical condition, we encourage you to contact us directly to discuss.

Electronic Disclosures. Lomibao Rheumatology & Wellness Care, PLLC is providing you with notice that your health information may be subject to electronic disclosure. Lomibao Rheumatology & Wellness Care, PLLC may not electronically disclose your health information to any person without your authorization, which may be obtained electronically, in writing, or in oral form if it is documented by Lomibao Rheumatology & Wellness Care, PLLC. However, such authorization is not required for an electronic disclosure of health information if the disclosure is made: (i) to another health care provider, health plan, or covered entity as defined under Texas law for the purpose of: (a) treatment; (b) payment; (c) health care operations; or (d) performing an insurance or health maintenance organization function; or (ii) as otherwise authorized or required by state or federal law.

Artificial Intelligence medical scribe. To provide our patients undivided attention and efficiency, our clinic has adopted the use of artificial intelligence (AI) medical scribe technology. The scribe temporarily saves audio recordings in a HIPAA-compliant encrypted secure manner until note summaries and quality checks are complete, then they are automatically deleted. Transcription and note summaries are manually deleted after the clinical note is completed. All clinicians are responsible for reviewing the content for accuracy and completeness.

OUR RESPONSIBILITIES

We are required by law to maintain the privacy and security of your protected health information in compliance with federal and state law. We are required to notify you of this duty and of our privacy practices with respect to your protected health information. We will let you know promptly if a breach occurs that may have compromised the privacy or security of your unsecured information.

We must follow the duties and privacy practices described in this notice and provide you a copy of it. We will not use or disclose your information other than as described here unless you provide us written permission.

Changes to the Terms of This Notice. We may change the terms of this notice, and the changes will apply to all protected health information we maintain. The new notice will be available on our website and upon request in our offices.

You may contact Lomibao Rheumatology & Wellness Care, PLLC's Privacy Officer Frances Lomibao, MD at: Lomibao Rheumatology & Wellness Care, PLLC, 6842 Lakeview Pkwy Suite 100, Rowlett, TX 75088.

The Effective Date of this notice 9/21/2020.

I acknowledge that I have received, reviewed, and understand the HIPAA Notice of Privacy Practices ("HIPAA Notice") on behalf of the Lomibao Rheumatology & Wellness Care, PLLC. I acknowledge that the HIPAA Notice describes Lomibao Rheumatology & Wellness Care, PLLC's policies and procedures regarding the use and disclosure of my protected health information created, received, transmitted, and maintained by the Lomibao Rheumatology & Wellness Care, PLLC.

I acknowledge and agree to authorize the Lomibao Rheumatology & Wellness Care, PLLC to communicate the Notice via e-mail and my health information through the use of phone, voicemail, e-mail, text message, electronic communications, telehealth technology, and personal communication as well as including electronic communication for announcements, newsletters, or other similar purposes as permitted under applicable law.